

Solutions to most common technical issues with Angel and other online resources

You should try each of these options one by one, seeing if each fixes the problem or not. Start with #1, and then try the rest in order.

1) Use Mozilla Firefox instead of Internet Explorer, Safari, Netscape, etc. You can download it from:
<http://www.mozilla.com/en-US/>

2) Erase your cookies in your internet browser. How to:

Mozilla Firefox 2 & 3

Click **Tools > Options > Privacy > Show cookies... > Remove all cookies**

Internet Explorer 8

Click **Tools > Internet Options > (Under the Browsing History heading) click Delete... > Only have the box next to Cookies checked > Delete**

3) Empty your cache in your internet browser. How to:

Mozilla Firefox 2 & 3

Click **Tools > Options > Privacy > Settings... > Remove all cookies > Only have the box next to Cache checked > OK > Clear now... > OK**

Internet Explorer 8

Click **Tools > Internet Options > (Under the Browsing History heading) click Delete... > Only have the box next to Temporary Internet files checked > Delete**

4) Clear all personal data in your internet browser. How to:

Mozilla Firefox 2 & 3

Click **Tools > Options > Privacy > Settings... > Check all the boxes > OK > Clear now... > OK**

Internet Explorer 8

Click **Tools > Internet Options > (Under the Browsing History heading) click Delete... > Check all boxes except Preserve Favorites website data > Delete**

5) Shut down your firewall temporarily to see if this is creating the issue.

- Look in the System tray for any open and running firewall programs such as Norton, McAfee, etc and turn off all firewall options
 - Go to the control panel and turn off the Windows firewall
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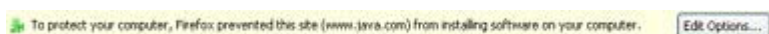
6) Download the latest Java.

Mozilla Firefox 2 & 3

- Go to this link: <http://www.java.com/en/download/>
- Click **Free Java Download**
- Click on the **Free Java Download** button to start the download.
- A dialog box may appear to confirm that you intend to allow the installer to proceed.

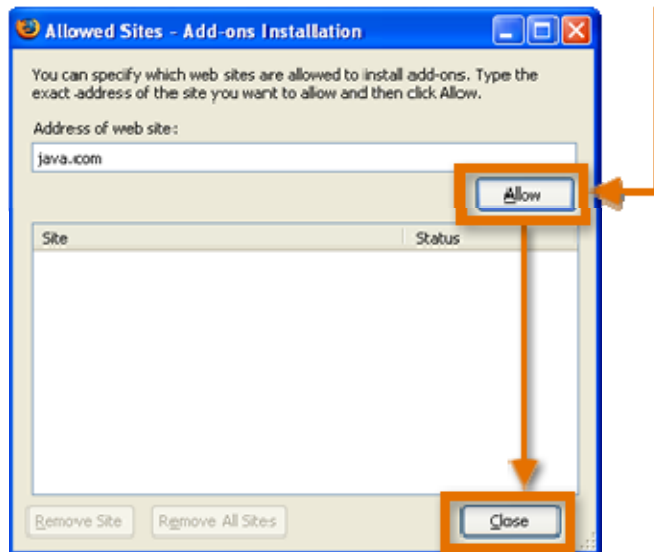
Mozilla 1.2+ browser: Click OK, then skip to step 5.

FireFox browser: You may see an information bar at the top of the web page that says 'To protect your computer, Firefox prevented this site (www.java.com) from installing software on your computer'. Click on the **Edit Options** button.



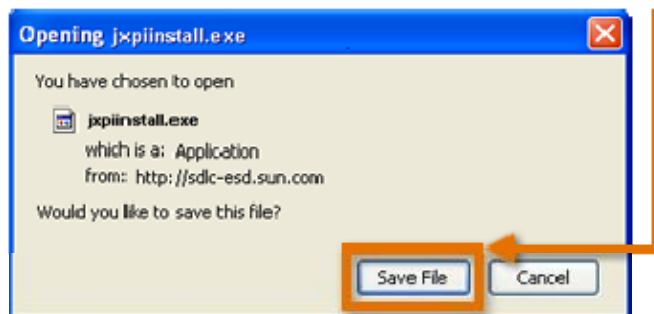
The **Allowed Sites** dialog box opens. Click on the **Allow** button to add www.java.com to the allowed

site list. Then click on the **Close** button. You are giving permission to install software from java.com. On subsequent installations, you will not be asked to add java.com to the list again.



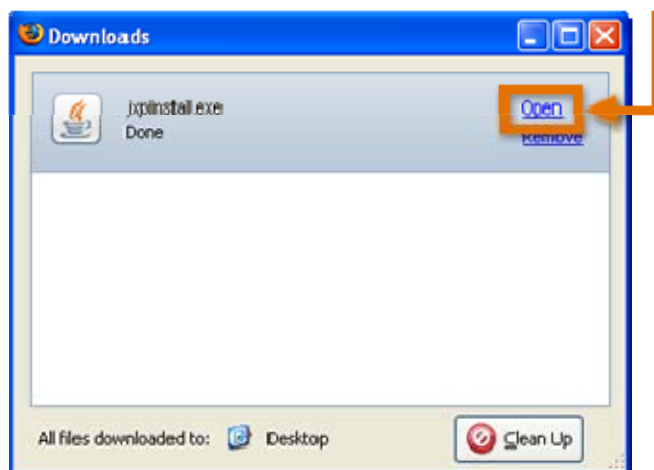
Click on the **Free Java Download** button again.

5. A dialog box appears asking you to save the installer. Press the **Save File** button to save the installer to your download directory.



The Downloads dialog may appear to inform you the download was completed.

6. To run the installer you can use one of two methods:
A. Click the **Open** link in the Downloads dialog.



Another dialog may appear asking you to confirm you want to open the executable file. Click **OK** to run the installer.

OR

B. Double-click the installer you just downloaded in the download directory.

7. The installation starts: The installer 'unpacks' the files needed to continue. A dialog box tracks this process, which takes less than a minute. The installer presents an option to view the license agreement.



If you'd like to change the installation directory, or customize other features, select the 'Show advanced options panel'.

After reading the agreement, click the **Accept** button to accept its terms and to continue with the installation.

8. If you selected the 'Advanced options panel', the installer displays a **Custom Setup** screen that allows you to choose program features to set up. We recommend that you keep the default settings, unless you are an advanced user who wants more precise control over the components that will be installed.

After ensuring that the desired program features are selected, click the **Next** button to continue with the installation.

9. Once the installation is successfully completed, [verify the Java software installation](#).
NOTE: You may need to restart (close and re-open) your browser to successfully verify the Java installation.

Internet Explorer 8

1. Go to this link: <http://www.java.com/en/download/>
2. Click **Free Java Download**
3. Click **Install** to start the installation process.



If you do not get the window asking you whether you want to install the software, please see [the help page](#) or the [Manual Download page](#).

4. The installation process starts. The installer presents an option to view the License Agreement. After reading the agreement, click the Accept button to accept its terms and to continue with the installation.

If you'd like to change the installation directory, or customize other features, select Show Advanced Options Panel.



If you selected the Advanced Options Panel, the installer displays a Custom Setup screen that allows you to choose program features to set up. We recommend that you keep the default settings, unless you are an advanced user who wants more precise control over the components that will be installed. After ensuring that the desired program features are selected, click the Next button to continue with the installation.

5. Once the installation is successfully completed, you will see the Verify Installation page where you can verify your Java version installation.

NOTE: You may need to restart (close and re-open) your browser to enable the Java installation.

7) Download the latest Flash Player

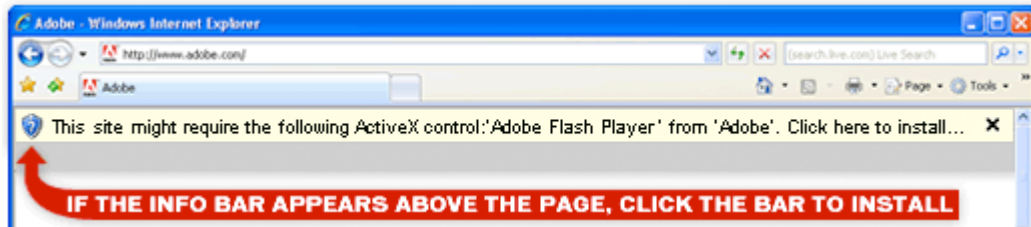
Mozilla Firefox 2 & 3

1. Go to <http://get.adobe.com/flashplayer/?promoid=DXLUJ>
2. Click **Agree and Install Now**
3. Click **Save File**

4. Double click on the downloaded file to open the installer
5. Follow the installer directions

Internet Explorer 8

1. Go to <http://get.adobe.com/flashplayer/?promoid=DXLUJ>
2. Click **Agree and Install Now**
3. You may need to click the gold bar at the top of the browser window to allow the install.



4. If a browser Security Warning dialog box appears like the one below, you will need to click **Install** to install the player.



5. Follow the installer steps until it is finished.
6. Your computer may require a reboot after auto-installation of the Flash Player ActiveX control, if the Flash Player is already in use during the installation process.

8) Run a spyware detection program. If you do not have one, there are many available. You can purchase one or get a free one. For a good free one, I would recommend Spybot Search & Destroy.

1. To download it click this link: http://dw.com.com/redir?edId=3&siteId=4&oId=3120-20_4-0&ontId=20_4&lop=link&tag=tdw_dltext<ype=dl_dlnow&pid=10804822&mfgId=104443&merId=104443&destUrl=http%3A%2F%2Fwww.download.com%2F3001-8022_4-10804822.html
2. Click **Save file**
3. Open the downloaded file
4. Follow the steps and install the program
5. Run the program
6. Select **Search for updates**, click **Continue**, Check all updates, click **Download**, when they are done downloading, select **Exit**
7. Click **Check for problems**
8. When done scanning, select **Fix the selected problems**

9) Run an anti-virus program. Many are available such as Norton, McAfee, etc. There are also free ones available. For a good free one, I would recommend AVG Anti-Virus Free Edition.

1. To download it click this link: http://dw.com.com/redir?edId=3&siteId=4&oId=3120-20_4-0&ontId=20_4&lop=link&tag=tdw_dltext<ype=dl_dlnow&pid=10834624&mfgId=6270610&merId=6270610&destUrl=http%3A%2F%2Fwww.download.com%2F3001-2239_4-10834624.html

2. Click **Save file**
 3. Open the downloaded file
 4. Follow the steps and install the program
 5. Run the program
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If these do not work:

Contact

24/7 Technical Support for Angel

Call **1.866.862.4987** for live phone support or visit <http://d2.parature.com/ics/support/default.asp?deptID=4439> for instant message and email support, an extensive knowledge base and support ticketing system.

TCC

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